

Governing Body meeting (held in public)

DATE: 24 September 2015

Title	NHS 111 Procurement	
This paper is for Decision		
Recommended action for the Governing Body	<p>That the Governing Body:</p> <p>Note</p> <ol style="list-style-type: none"> 1. The process and updated timetable. <p>Agree</p> <ol style="list-style-type: none"> 1. The CCG's process for sign off of the service specification and the financial elements i.e. the Director of Finance to sign off the financial elements, with the Quality and Safety Sub-Committee to sign off the specifications. 	
Potential areas for Conflicts of interest	None.	
Executive summary	<p>This paper is intended to brief Bexley CCG on NHS 111 procurement and the process to approve the service specification.</p> <p>The NHS 111 service specification and tender documentation need to be signed off by the 23rd November 2015.</p>	
How does this paper support the CCGs objectives?	Patients:	Improve the health and wellbeing of people in Bexley in partnership with our key stakeholders.
	People:	Empower our staff to make NHS Bexley CCG the most successful CCG in (south) London.
	Pounds:	Delivering on all of our statutory duties and become an effective, efficient and economical organisation.
	Process:	Commission safe, sustainable and equitable services in line with the operating framework and which improves outcomes and patient experience.
What are the Organisational implications	Key risks	Any delays to the SEL procurement will impact the effectiveness of collaboration between NHS 111, A&E's, OOH and Urgent Care Centres. Currently, the call centre is located in leased premises which will need to be extended.

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		The CSU is investigating options and NHS England are in the process of agreeing the development of tender.
	Equality	Services must deliver the requirements of equality and diversity.
	Financial	None currently identified.
	Data	Services must be delivered in line with the NHS constitution.
	Legal issues	None currently identified.
	NHS constitution	None currently identified.
Engagement	This is being addressed within the Communications Plan.	
Audit trail	Updates regarding the NHS 111 re-procurement have previously been tabled to the Governing Body.	
Comms plan	A full Communications Plan is being developed.	
Author:	Clinical lead:	Executive sponsor: Sarah Valentine Director of Commissioning
Date	8 September 2015.	

**SE London 111 Re-procurement
Time table and Service Specifications
11th September 2015****1.0 Purpose**

This paper is intended to brief Bexley CCG on the NHS 111 procurement and the process to approve the service specification so the Governing Body can plan their internal processes. The NHS 111 service specification and tender documentation need to be signed off by the 23rd November 2015.

2.0 Background

The current NHS 111 step in provider London Ambulance replaced NHS Direct in November 2013 when NHS Direct withdrew from the market. The step-in provider contract was extended until March 2016.

The SEL partnership planned to tender for a new NHS 111 service in mid July 2015. Following the national urgent and emergency care review NHS England wants to see a fundamental redesign of the NHS urgent care 'front door' (A&E, GPs, NHS 111, Primary Care out of hours services, community and social care services) was needed as part of the broader programme of care transformation set out in Sir Bruce Keogh's Urgent and Emergency Care Review and in the NHS Five Year Forward View.

NHS England asked all CCGs nationwide to put on hold any plans to re-procure NHS 111 or out of hours services until the end of September 2015 while they further considered how to improve access to the urgent care system and the future role that NHS 111 will play. The new South East London NHS 111 procurement timeline was therefore revised with the plan to go out to tender in November 2015, after the release of the new NHS England documentation.

The revised timeline includes CCG approval of the specification in the September governing body meetings. Due to the difficulty of running workshops and completing the design group actions in August the specification will not be ready to review until mid-October. NHS England have advised the programme board that NHS England's assurance checkpoints can only be scheduled once the revised NHS 111 commissioning standards have been published at the end of September therefore the procurement timeline has been re-planned to align with the publication of national guidance.

3.0 Developing the NHS 111 service specification

South East CSU have worked with SE London commissioners to develop a NHS 111 service specification. The specification was agreed through a series of workshops with commissioners and urgent care providers. The specification also incorporated local and national learning from managing and monitoring service provision, learning from the Phase 1 National Learning and Development Programme, and also learning from patient engagement through a workshop, local and national surveys and review of patient complaints.

The NHS 111 procurement strategy outlines an intention to procure a partner to work with commissioners over the length of the contract to continually improve the service for patients.

The contract will ensure there is flexibility to incorporate learning from the Phase 2 National Learning and Development Programme due to be published in the autumn and also the urgent and emergency care van guard sites.

The procurement pause will be used to develop the NHS 111 specification further in line with NHS England's recommendations and the following work will continue in parallel with the national work streams by -

- Supporting the CCG communications and engagement leads by providing a revised online survey for patients, materials to promote engagement locally and by organising a second patient workshop in September.
- Continuing engagement with OOHs providers and commissioners to develop the new service model focusing on patient referrals to OOHs providers and utility of GPs within the NHS 111 service model. There is a design group consisting of OOHs providers, SECSU NHS 111 team and commissioners to review NHS 111 and OOHs data to improve pathways and design KPIs to improve patient outcomes.
- Support CCG communication teams to update local GP practices.
- Work with commissioners to agree a road map for integrated commissioning of NHS 111 and OOHs contracting.
- Modelling the new service to understand the impact on local urgent care and support Bexley CCG with the financial modelling on behalf of all SEL CCGs.
- Contributing to NHS England transformation workshops.

4.0 Specification sign-off process

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The NHS 111 programme board will require final approval of the service specification and tender documentation including the financial envelope by the CCG to meet the 23rd of October deadline.

In order to meet this deadline the Governing Body are asked to agree that the process for sign off of the service specification will be via both the Director of Finance (for the financial elements) and also the Quality and Safety Group (for the service specification). An update will be given to the Governing Body once this has been undertaken.

5.0 Process to revise draft specification in line with NHS England’s recommendations.

August	<p>Workshops with OOHs and commissioners to specify 111 and OOHs integration and also the role of GP/enhanced nurse practitioners within the 111 service.</p> <p>Data driven review of patient pathways and make recommendations for change to increase early access to senior clinicians and reduce patient “hand offs”.</p> <p>Patient survey updated to include feedback on OOHs.</p> <p>CCG communication teams to market the patient survey.</p>
September	<p>Draft specification sent to 111 programme board 8th September and outline spec presented to the programme board.</p> <p>Modelling impact of service model on OOHs and wider urgent care.</p> <p>Patient engagement workshop to present an outline specification and results of local patient surveys and national surveys.</p> <p>Market engagement event.</p> <p>Publish draft outline specification to potential bidders.</p> <p>Draft outline specification reviewed by system resilience groups.</p> <p>Review revised NHS commissioning standards due for publication at the end of September and update the specification as required.</p> <p>Revise service specification based on feedback, market engagement, and patient engagement.</p> <p>Commence devising a Communications Plan, including details of engagement activity with key stakeholders.</p>
October	<p>Service specification sent to CCGs and NHS England for authority to process to tender.</p> <p>Stakeholder engagement.</p>
November	<p>CCG Governing Bodies to approve service specification and tender</p>

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	documentation by the 23rd of November. NHS England Assurance Gateway for authority to proceed to tender SEL London partnership to publish the tender 25th November.
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6.0 Risks

Please see programme risk log for a full list.

The Beckenham call centre lease expires in June 2016. The call centre will need to be relocated prior to mobilisation of the newly tendered NHS 111 service. Therefore a new lease will be required for the site from which the service is delivered. Under the terms of the LAS step in provider contract for the 111 service, the SEL CCGs will be asked to cover the lease costs.

The three Ambulance Service Trusts (AST) entered into a Tripartite Agreement for the 111 service for a telephony platform and an Adastra contract when NHS Direct was disestablished. Both contracts were held by WMAS as they were the largest user. To ensure continuity of service, the ASTs took over the former NHS Direct staff, equipment, technology and the sites from which these services were operated. The other two ASTs (West Midlands Ambulance service and North West Ambulance Service) have planned an exit from the contract, leaving LAS as the only AST as part of the telephony platform. This presents an impact on the procurement in terms of timeline and cost envelope if a new telephony platform is procured and there may be a financial implication for CCGs

7.0 Summary of NHS 111 revised procurement dates

Confirmation of CCG processes in place for finance, sign off, etc.	14-Sep-15	21-Sep-15	21-Sep-15
Assurance from NHSE London that gateways have been met	13-Nov-15	13-Nov-15	13-Nov-15
Clinical Chairs meeting with Anne Rainsbury	13-Nov-15	13-Nov-15	13-Nov-15
Programme Board to sign off SEL Service Specifications, tender documentation, financial envelope & contract	19-Nov-15	19-Nov-15	19-Nov-15
National Team approval of the SEL tender	20-Nov-15	20-Nov-15	20-Nov-15
SEL Chief Officers to sign off service specifications, financial envelope & contract	23-Nov-15	23-Nov-15	23-Nov-15
SEL Chief Officers approval to publish	23-Nov-15	23-Nov-15	23-Nov-15
Publication of tender	25-Nov-15	25-Nov-15	25-Nov-15
Complete financial analysis of bids to confirm bidder viability	14-Jan-16	15-Jan-16	15-Jan-16

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Evaluation of written bids	12-Jan-16	25-Jan-16	25-Jan-16
Bidder Presentations	03-Feb-16	03-Feb-16	03-Feb-16
Preferred Bidder Site Visits	05-Feb-16	05-Feb-16	05-Feb-16
Programme Board approval of recommended bidder	24-Feb-16	24-Feb-16	24-Feb-16
SEL Chief Officers approval of recommended bidder	25-Feb-16	25-Feb-16	25-Feb-16
Submit final contract award notice	02-Mar-16	02-Mar-16	02-Mar-16
Mobilisation of new service	06-Apr-16	05-Oct-16	05-Oct-16

8.0 Governing Body Action & Approval Required

8.1 Note the process and updated timetable.

8.2 Agree that:

The Director of Finance will be responsible for agreeing the financial elements and
 The Quality & Safety Group will be responsible for approving the service specifications.

Sarah Valentine
Director of Commissioning